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BEFORE THE ARIZONA CORPORATION COMMISSION

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Arizona Corporation Commission

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IN THE MATTER OF THE APPLICATION
OF ARIZONA PUBLIC SERVICE COMPANY FOR A
HEARING TO DETERMINE THE
FAIR VALUE OF THE UTILITY PROPERTY
OF THE COMPANY FOR RATEMAKING
PURPOSES, TO FIX A JUST AND
REASONABLE RATE OF RETURN
THEREON, TO APPROVE RATE
SCHEDULES DESIGNED TO DEVELOP
SUCH RETURNS, AND FOR APPROVAL OF
PURCHASED POWER CONTRACT.

Docket No. E-01345A-03-0437

ACAA'S NOTICE OF FILING REQUESTED ADDITIONAL INFORMATION

Arizona Community Action Association (ACAA) hereby files its response to Chairman Mayes' request regarding the application process for utility programs, specifically, Arizona Public Service.

RESPECTFULLY SUBMITTED this 17th day of December, 2004.

Cynthia Zwick
Executive Director
Arizona Community Action Association

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By 
Cynthia Zwick
Executive Director, ACAA



Arizona Community Action Association

Response to Commissioner Mayes' Questions

Regarding

Automatic Enrollment in Utility Discount Programs

Proposed Settlement of

Docket No. E-01345A-03-0437

Arizona Public Service Company

Request for Rate Adjustment

December 17, 2004

Arizona Community Action Association has initiated a discussion with the Arizona Department of Economic Security (DES) to facilitate the automatic enrollment in utility discount programs, as well as other agency managed programs. Categorical enrollment does not currently exist.

Today, if an applicant applies for other programs within DES, there is no set process or agreement between departments to share information or program enrollment. Depending on where a client enters the system, they may or may not be enrolled.

ACAA is in the process of adding the utility discount application forms to our self-help website, www.arizonaselfhelp.org. When added, individuals accessing the site in order to determine their eligibility for programs, may also access the application form and either print it out or send it electronically to the appropriate entity for processing.

Arizona Community Action Association is on the record as working toward not only automating utility discount enrollments, but developing and implementing a system-wide process of facilitating the automatic application and enrollment of eligible clients in all appropriate programs, no matter what State department or agency office they enter the social service process.

The first meeting with the DES staff to aggressively address this issue is set for January 11, 2005. ACAA would be happy to update the Commission and staff on the status of our progress following our meeting next month.

As to the question of marketing, ACAA engages in various outreach efforts throughout the State, providing information about the E-3 discount program available through APS. DES is currently charged with the official marketing of the program, and as indicated in our direct testimony filed earlier in this case, they are unable to truly market the program. They do enroll individuals as they enter the social service center seeking support; however there is currently no affirmative marketing of the program done as their resources are severely limited.